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**MINISTRY OF
TRANSPORTATION
AND HIGHWAYS**

**OFFICE OF THE
SUPERINTENDENT
OF MOTOR VEHICLES**

**BUSINESS PLAN
98/99 – 99/2000**





Ministry of
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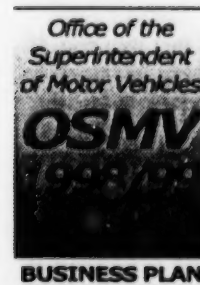
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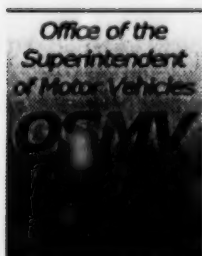




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INTRODUCTION

In line with government's priority respecting enhanced accountability for performance, and the Ministry of Transportation and Highways (*MoTH*) goal to implement effective planning in all activities, the Office of the Superintendent of Motor Vehicles (*OSMV*) has developed this business plan to guide its operations and priorities.



BUSINESS PLAN

OFFICE OF THE SUPERINTENDENT OF MOTOR VEHICLES

MINISTRY GOALS

The OSMV plans are subsidiary to the corporate goals for the Ministry of Transportation and Highways:

1. Providing an efficient road transportation system to people and industry that will protect and create jobs, promote economic development, and ensure access to health care, education facilities, goods, services, jobs, recreation, resources and markets;
2. Implementing consistent, co-ordinated and effective planning in all ministry activities;
3. Promoting the safe movement of people and goods;
4. Fostering positive relations with First Nations;
5. Continuing to promote sound fiscal management;
6. Attracting, developing and maintaining a productive team of employees, representative of the diversity of British Columbia's population.



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A merger of the Motor Vehicle Branch and Insurance Corporation of British Columbia (*ICBC*) was announced on March 4, 1996 and the first phase was completed on November 18 of that year. Many functions were transferred to *ICBC*, including vehicle registration and licensing, driver licence administration and issuing, driver training, administration of the 12 AirCare centres in the Lower Mainland, administration of violation tickets and the collection of fines, and administration and development of traffic safety programs. About 500 MVB staff were involved in the transfer.

The second phase was completed in December 1997 with the transfer to *ICBC* of responsibilities for vehicle standards and inspections, vehicle weights and dimensions, motor carrier licensing support, and enforcement of standards at roadside checks and weigh scales. About 275 MVB staff were involved.

A residual Office of the Superintendent of Motor Vehicles (*OSMV*) has remained within the Ministry of Transportation (*MoTH*). In Administrative matters the Superintendent reports to the Assistant Deputy Minister of Management Services and Motor Vehicles. The Superintendent's decisions in individual cases are independent.

In developing plans and priorities, the *OSMV* needs to consider or respond to:

- the need to create a distinct identity that reflects the new mandate and responsibilities of the *OSMV*
- the public's desire to have safe roads and highways
- a systemic dependence on staff working significant overtime, reliance on a budget overrun and use of auxiliary staff to maintain operations
- obsolete processes and tools
- staff and management inability to take time to proactively develop strategies to achieve more effective and efficient operations
- organizational time and resources required to stabilize and respond to the systemic/operational imperatives created by the merger of the Motor Vehicle Branch and *ICBC*
- significant demands for *OSMV* to participate in activities such as program development and implementation resulting from government's high priority on road safety initiatives.



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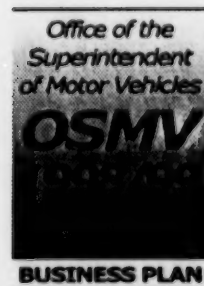
OSMV MISSION

The *OSMV* aims to ensure that fairness and individual interests are appropriately balanced with the general interest in public safety when Motor Vehicle standards and regulations are applied.

OSMV MANDATE

The *OSMV* carries out its mission under the authority of the BC's *Motor Vehicle Act (MVA)*. The *MVA* regulates the safe operation of vehicles and the safe conduct of drivers and other road users.

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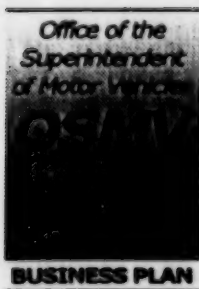


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CORE BUSINESS

The *OSMV* sets and applies standards for driver fitness and safe driving while providing an independent appeal of certain licencing decisions of the police and *ICBC*.

CORE BUSINESS	PROGRAM/SERVICE
Public Safety	<ul style="list-style-type: none">• driver fitness program• remedial programs• driver improvement program
Individual Rights/Fairness	<ul style="list-style-type: none">• show cause hearings of ICBC proposals• appeals of ICBC licencing decisions• reviews of ICBC delegated driver improvement program decisions• internal reviews of driver fitness decisions• ADP/VI hearings of police prohibitions



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VALUES AND PRINCIPLES

We will operate within and be accountable for adhering to the following principles:

FAIRNESS TO THE CLIENT

We will adhere to the principles of administrative fairness by being equitable, accessible, responsive, transparent and accountable.

SERVICE QUALITY

We will be courteous, timely, professional and respectful.

EFFECTIVENESS AND EFFICIENCY

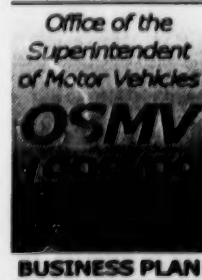
- We will ensure sound fiscal and resource management
- We will operate in a planned, results oriented and accountable manner
- We will co-ordinate with, recognize and respect the activities, roles and priorities of our partners and stakeholders
- We will facilitate productivity while living by our work environment values

EMPLOYEE WELLNESS

We will carry out operations in a manner which:

- respects the Collective Agreement
- promotes mutual respect, appreciation and team ownership
- practices direct, open and honest communication
- recognizes and promotes excellence and achievement
- encourages career development
- ensures a safe work environment that is free of harassment and violence
- adheres to the principles of the standards of conduct for Public Service Employees
- promotes staffing that is representative of the diversity of BC's population and embraces the principles of employment equity

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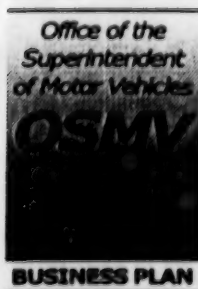




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OSMV BUSINESS GOALS MAY 1998 TO MAY 2000

1. To operate all programs within acceptable parameters of quality, fairness and sound management practices.
2. Ensure that BC drivers have the fitness and ability to operate a motor vehicle safely.
3. Work effectively as a partner in the traffic safety environment.
4. In cooperation with partners, enhance the profile, awareness and understanding of the roles and responsibilities of the OSMV in road safety.
5. Stabilize and integrate the working unit into the context of the Ministry of Transportation and Highways.



OFFICE OF THE SUPERINTENDENT OF MOTOR VEHICLES

MINISTERIAL AND OSMV BUSINESS GOALS AND OBJECTIVES

Ministry Goals	OSMV Business Goals	OSMV Operational Objectives
<ol style="list-style-type: none"> 1. Providing an efficient road transportation system to people and industry that will protect and create jobs, promote economic development, and ensure access to health care, education facilities, goods, services, jobs, recreation, resources and markets; 2. Implementing consistent, co-ordinated and effective planning in all ministry activities; 3. Promoting the safe movement of people and goods; 4. Fostering positive relations with First Nations; 	<ol style="list-style-type: none"> 1. To operate all programs within acceptable parameters of quality, fairness and sound management practices. 2. Ensure that BC drivers have the fitness and ability to operate a motor vehicle. 3. Work effectively as a partner in the traffic safety environment. 	<ol style="list-style-type: none"> 1. Ensuring effective and efficient management of OSMV Program/Services including: Admin., ADP, VI, Appeals of ICBC Decisions, Show Cause Hearings and Driver Fitness. 2. Achieve improved client service and delivery efficiency within acceptable and approved resource levels. 3. Ensure effective financial management of OSMV operations. OSMV financial operations will be clear and open. 4. Review, communicate and apply driver fitness standards and driver improvement standards, in collaboration with OSMV partners. 5. OSMV will contribute to ministry and government priorities by partnering in the development and implementation of remedial programs for impaired drivers.

Continued

MINISTERIAL AND OSMV BUSINESS GOALS AND OBJECTIVES (Cont'd)

Ministry Goals	OSMV Business Goals	OSMV Operational Objectives
<p>5. Continuing to promote sound fiscal management.</p> <p>6. Attracting, developing and maintaining a productive team of employees, representative of the diversity of British Columbia's population.</p>	<p>4. In cooperation with partners, enhance the profile, awareness and understanding of the roles and responsibilities of the OSMV in road safety.</p> <p>5. Stabilize and integrate the working unit into the context of the Ministry of Transportation and Highways. (MOTH)</p>	<p>6. Develop and implement internal and external communications strategies.</p> <p>7. Staff morale and buy-in will be sustained while necessary change is implemented.</p> <p>8. Sustain and enhance the effectiveness of working relationships with partner organizations/systems within MoTH in order to achieve organizational and government objectives</p>



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